
Sample Setup for Real Time Monitoring

The following sample setup provides information on setting up Call Tracking to connect to the Meridian 1 and collect CDR data in real time mode.

Sample scenario

A user requires a connection between Call Tracking and the Meridian 1. CDR data is output through the SDI1 port and is routed via a y-cable to a CDR buffer unit and to a modem (connected to Call Tracking). This y-cable allows the CDR data to be output in two identical data streams: one for storage in the buffer unit (optional); and the other for real time monitoring by Call Tracking.

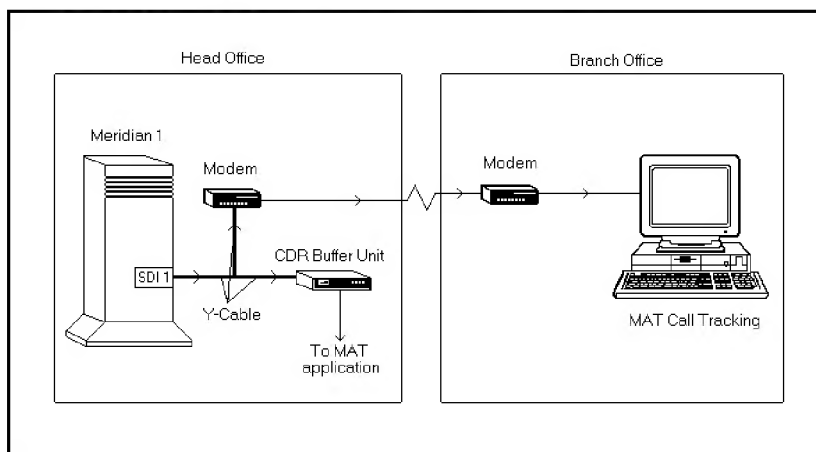
The following details apply.

- The company's Meridian 1 is located in the Head Office building and is configured to output CDR information from its SDI1 port.
- A y-cable is connected to the SDI1 with one connection to a CDR buffer unit (optional) and the second to a modem.
- The Head Office modem is configured to communicate with another modem at the Branch office. This Branch Office modem is attached to the PC (on COM1) on which Call Tracking is installed.
- Call Tracking requires a script file (SL1.SCR) to collect the CDR records from the Meridian 1 through these modems in real time. This script is provided with the Meridian Administration Tools kit.

Since this scenario outlines the steps required to set up Call Tracking, it assumes that you have already entered the following information.

- Call Tracking was installed as part of the Meridian Administration Tools installation on a PC in the Branch Office.
- A site has been created and configured for this connection to the Meridian 1 and is entitled: HDOFFICE. Its communications parameters for the CDR port SDI1 have already been entered in the MAT Site Configuration application..

Figure 16
Schematic for sample scenario



Steps to connecting Call Tracking to Meridian 1

To set up Call Tracking to connect to the Meridian 1 for this scenario, perform the following steps.

Step 1: Run MAT

Call Tracking is accessed from the MAT program group. You must therefore run MAT first by performing the following steps.

- 1 From the PC at the Branch Office, run MAT by double-clicking on the **Meridian Administration Tools** icon. This will initiate the MAT system and display its Common Services icons.
- 2 Click on the main **Meridian Administration Tools** icon to access the MAT Logon dialog. In this dialog, enter your User ID and Password.

Step 2: Verify communications parameters

Before you can select the communications parameters for Call Tracking, you should first verify that these parameters are accurate for the required CDR port on the Meridian 1. To verify these parameters, perform the following steps.

- 1 Double-click on the **MAT/User Configuration** icon.
- 2 Click on **Site** from the View drop-down menu. This will access the Site Configuration application.
- 3 Click on **Open Site** from the File drop-down menu. From the Open Site dialog which appears, select: **HDOFFICE**.
- 4 Select the defined record for this site by double-clicking on the site name in this dialog. This will access the Meridian 1 Site Configuration dialog.
- 5 To view the communications parameters for SDI1, click on the **SDI1** command button from the Meridian 1 Site Configuration dialog. Review these parameters to ensure that it contains the desired modem settings. Since this port outputs to both a modem and a CDR buffer unit, this should also contain the buffer unit's parameters.
- 6 Once you have finished reviewing these parameters, click on the **OK** command button to exit to the Site Configuration dialog. Exit from this application to return to Call Tracking.

For complete details on using the Site Configuration application, refer to the *MAT Common Services User guide*.

Step 3: Run Call Tracking and Open Site

Run Call Tracking and open the site which was predefined in the Site Configuration application.

- 1 Double-click on the **Call Tracking** icon from the Meridian Administration Tools program group.
- 2 Click on **Open Site** from the File drop-down menu. From the Open Site dialog which appears, select **HDOFFICE** and click on the **OK** command button.

Step 4: Select communications parameters

Select the communications parameters for this site by performing the following steps.

- 1 Click on **Edit Database** from the Real Time drop-down menu. The Communications Database dialog will appear.
- 2 In the SDI option button box, click on **SDI1**. The communications parameters which have been configured for SDI1 will appear in the remaining fields of this dialog. These parameters should match the parameters you just reviewed in the Site Configuration application (previous step).
- 3 Select the script file which will be used for this real time monitoring session. Click on the desired script file name in the Script Name drop-down list box. For this example, select: **SL1.SCR**. This script file will be used to initiate and perform the data collection for real time monitoring from the Meridian 1.

Step 5: Ensure hardware connections

Since this site requires a modem connection between the PC and the Meridian 1, you must ensure that the equipment used in this connection is turned on and running properly.

Check the following equipment.

- Y-Cable attached to Meridian 1 at SDI1 (Head Office)
- Modem attached to y-cable (Head Office)
- Modem attached to PC (Branch Office)

Refer to the documentation provided with this equipment to ensure that they are properly connected and configured.

Step 6: Start Real Time monitoring

Once you have selected the communications parameters for this site, you are ready to start the call monitoring session in real time. To do so, click on **Connect** from the Real Time drop-down menu. The graphical displays will be updated as Call Tracking collects the call records.

This completes the steps required to establish a real time connection for Call Tracking. Use the Call Tracking Filter Definition and Graphical Display commands to control the display of the call records as they are collected from the Meridian 1. As well, you can use the Alarm Setup function to define any required alarms for this session.